

Instrumentation support

Technical support packages for Endress+Hauser instrumentation



Customer benefits

- Reduce unexpected downtimes
- Reduce maintenance staff efforts
- Save costs of field service visits
- Increase your instrumentation expertise
- Access to the Endress+Hauser knowledge base
- Support packages that best fit your needs

Instrumentation support provides the necessary help from Endress+Hauser experts who address technical inquiries on instruments and processes in a timely manner.

In the event of an incident or unexpected downtime, our experts are available to get you back up in running quickly. They are able to perform remote diagnostics, troubleshoot your instrumentation and guide you through service operations. Visual support for fast remote diagnostics is available through live video transmission.

With the customer support portal, you gain access to a growing knowledge base on Endress+Hauser instruments and applications such as service operations for immediate self-service.

You can create, update and manage your support cases and track service incidents online. There are customized service level agreements with guaranteed response time available to best fit and accommodate your needs. Obtain the most value out of your instruments and processes to maximize your business outcomes.

Benefits

- Ensure the availability of your plant and reduce unexpected process downtimes
- Reduce maintenance staff efforts, as the support is provided remotely
- Save costs of unplanned field service visits and reduce the carbon footprint implied by outsourced diagnostics and repair
- Improve your own expertise on instruments and applications with access to the Endress+Hauser knowledge base and direct support from experts

Endress+Hauser technical support packages

Instrumentation support is available in four different support plans designed to keep your instruments operating at optimal performance. Explore the range of options and choose the plan that best fits your needs.

	STANDARD	ESSENTIALS	PLUS	PREMIUM
▪ Online access to Endress+Hauser knowledge base	Basic	Extended	Extended	Extended
▪ Online and phone support	✓	✓	✓	✓
▪ Priority Callback	2 Business days (indicated)	4 Hours	2 Hours	1 Hour
▪ Technical support availability	8/5	8/5	8/7	24/7
▪ Visual support (live video transmission)		✓	✓	✓
▪ Support Success Program & performance reviews			Quarterly	Monthly
	Free of charge	Request A Quote		

The support packages are available in most regions and is gradually being implemented in more geographies around the globe. Contact your local Endress+Hauser sales center for availability in your region, pricing and additional information.

www.addresses.endress.com